



A M E R I C A I D • A M E R I K I D S • A M E R I F A M • A M E R I P L U S

ANYTIME YOU NEED HELP, CALL THE NURSE HELPLINE OR MEMBER SERVICES 24 HOURS A DAY • 1-800-600-4441

FOCUS: AMERIGROUP is a multi-state managed health care company focused on serving individuals and families who receive healthcare benefits through publicly-sponsored programs, including Medicaid, State Children's Health Insurance Program (SCHIP) and FamilyCare.

MISSION: To operate a community-focused managed care company with an emphasis on the public sector healthcare market. The Company will coordinate our members' physical and behavioral healthcare, offering a continuum of education, access, care and outcome, resulting in lower costs, improved quality and better health status for Americans.

STATEMENT OF DIVERSITY: Managing diversity is the key to AMERIGROUP's competitive edge. On behalf of our members and associates, we create and maintain an inclusive, respectful and equitable environment through effective leadership, policies, and practices.

COMPANY OVERVIEW:

- Founded in 1994
- Recognized for our model of centralized support services with locally-provided medical management, community and government relations and provider relations.
- Serves 857,000 members (as of 12/31/03) in New Jersey, Maryland, Illinois, Florida, Texas and the District of Columbia
- Care provided by a network of more than 33,000 quality physicians and other healthcare providers
- Care/Disease Management programs in Asthma, Diabetes, Sickle Cell Anemia, HIV, Congestive Heart Failure and prenatal care.
- Early Case FindingSM program enables the company to identify illnesses early for treatment and improved results
- National Call Centers in Virginia Beach and Tampa, focused on timely and respectful service to the 30,000-50,000 member and provider calls received each week.

COMPANY OVERVIEW (con't.):

- Selected Honors:
 - National Health Information Award for Health Tips & Member Newsletter (1999)
 - National Health Information Award of Merit for children's educational activities (2000)
 - Silver National Health Information Award for Women's Healthy Connections 2000+
 - Urban League of Hampton Roads Whitney Young Corporate Diversity Award
 - Winner of the first annual Mary Elizabeth Mahoney Award for contributions to improving healthcare access in minority communities by the National Association for the Elimination of Health Disparities
 - The Wellness in the Workplace award of the Hampton Roads, Virginia Health Coalition
 - The Champion of Immunization award from the Chicago Area Immunization Coalition
- Earned first national HIPAA accreditation by Medicaid managed care organization by URAC
- AMERIGROUP Foundation supports local community and faith-based organizations who share our mission of improving the quality of life and access to healthcare for low-income families, the elderly and the disabled.

For more information, please contact Doug Blue at (757)490-6900